

TRICARE Prime Remote Program

IV. CONTRACTOR RESPONSIBILITIES AND REIMBURSEMENT

A. Contractor Receipt and Control of Claims

1. The contractor may choose to establish a dedicated post office box to receive claims related to the TRICARE Prime Remote Program. This dedicated post office box, if established, may also be the one used for handling Supplemental Health Care Program claims described in OPM Part Three, Chapters 9 and 10.

2. The contractor shall follow appropriate *Supplemental Health Care Program* requirements for claims received for medical care furnished to ADSMs not enrolled in the TRICARE Prime Remote Program.

B. Claims Processing

1. Jurisdiction

a. The contractor shall apply TRICARE Prime Program claims processing procedures to claims for TPR-enrollees unless otherwise specified in this chapter (refer to [Section I.](#) for some of the differences).

b. The contractor shall process inpatient and outpatient medical claims for health care services provided worldwide to the contractor's TRICARE Prime Remote enrollees.

c. The contractor shall forward claims for ADSMs enrolled in TRICARE Prime Remote in other regions to the contractors for the regions in which the members are enrolled according to provisions in [OPM Part Two, Chapter 1, Section II.](#)

d. The contractor shall *handle* claims received for ADSMs who receive care in their regions, but who are not enrolled in TRICARE Prime Remote, according to the instructions in [OPM Part Three, Chapters 9 and 10.](#)

e. The contractor shall forward ADSM dental (*including adjunctive dental*) claims and inquiries to the appropriate Service Point of Contact (SPOC) (see [Addendum A](#)).

2. Claims Processing Exceptions

a. The TRICARE Prime Remote Program does not have a Point of Service (POS) option; therefore, POS claims processing provisions do not apply. Refer to [Section II.E.3.b.](#) for information on self-referred care.

b. ADSMs have no cost-share or deductible amounts, no copayments, and no out-of-pocket expenses for approved care.

c. Nonavailability Statement requirements do not apply.

3. Claim Authorization

Refer to [Section II.E.](#) for claim authorization guidelines.

C. Claim Reimbursement

1. For network providers, the contractor shall pay TRICARE Prime Remote medical claims at the CHAMPUS allowable charge or at a lower negotiated rate.
2. Contractors shall follow the requirements in [OPM Part Three, Chapter 1, Section II.A.1.a.\(3\)\(b\)](#) and [OPM Part Two, Chapter 4, Section I.G.](#), for claims for TPR enrollees receiving care from non-participating providers.
3. Contractors shall not apply deductible, cost-sharing, or copayment amounts to ADSM claims.
4. *If a non-participating provider requires a TPR enrollee to make an “up front” payment for health care services, in order for the enrollee to be reimbursed, the enrollee will need to submit a claim to the contractor with proof of payment and an explanation of the circumstances. The contractor shall process the claim according to the provisions in this chapter. If the claim is payable without SPOC review and if the amount billed is within the amount that can be allowed on non-participating claims (i.e., within the balance billing limit), the contractor shall allow the billed amount and reimburse the enrollee for the charges on the claim. If the enrollee was billed and paid an amount over the balance billing limit, the contractor shall supply this information to the SPOC. The SPOC will request a waiver of the payment limit from the Executive Director, TRICARE Management Activity, or designee. If the waiver is granted, the SPOC will issue an authorization to the contractor for payments in excess of the applicable TRICARE payment ceiling. The contractor shall then reimburse the ADSM the billed charge.*
5. *If the contractor becomes aware that a civilian provider is trying to collect “balance billing” amounts from a TPR enrollee or has initiated collection action for emergency or authorized care, the contractor shall follow contract procedures for notifying the provider that balance billing is prohibited. If the contractor is unable to resolve the situation under normal contract provisions, the contractor shall pend the file and forward the issue to the SPOC for determination. The SPOC will issue an authorization to the contractor for payments in excess of the applicable TRICARE payment ceilings provided the SPOC has requested and has been granted a waiver from the Executive Director, TRICARE Management Activity, or designee.*
6. *Reserved.*

D. Third Party Liability (TPL)

Third party liability (TPL) processing requirements ([OPM Part Two, Chapter 5](#)) apply to all claims covered by this chapter. However, the contractor shall not delay adjudication action on a claim while awaiting completion of the TPL questionnaire and compilation of documentation. Instead, the contractor shall process the claim(s) to completion. When the contractor receives a completed TPR questionnaire and/or other related documentation, the contractor shall forward the documentation as directed in [OPM Part Two, Chapter 5](#).

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E. End of Processing

The contractor shall issue Explanation of Benefits (EOBs) and provider summary vouchers for TRICARE Prime Remote claims according to TRICARE Prime claims processing procedures.

F. HCSR Voucher Submittal

The contractor shall report the TRICARE Prime Remote Program claims on separate vouchers according to ADP Manual, Chapter 2, Section III. The HCSR data for each claim must reflect the appropriate data element values. To distinguish a TPR Program voucher from a voucher for other TRICARE claims, the contractor shall utilize the specific Voucher Branch of Service codes mandated in the ADP manual for use in reporting such claims. the contractor shall be reimbursed via the Letter of Credit methodology on a "not-at-risk" basis according to the provisions of OPM Part One, Chapter 4 for the health care costs incurred for each TPR Program claim processed to completion, upon acceptance of the vouchers by TMA.

G. Payment to the Contractor

The contractor shall follow the letter of Credit procedures in OPM Part One, Chapter 4, for TPR claims.

H. Audits and Inspection of the Contractor's Records

1. The contractor's records and performance shall be subject to periodic inspection at the discretion of the TMA and/or any of the Service Project Officers. Such inspections shall be conducted either at TMA or at the contractor's facility in accordance with the provisions described in OPM Part One, Chapter 3, Section I. The Service Project Officers will coordinate with TMA any audit or inspection of the contractor's records.

2. TRICARE Prime Remote Program claims shall not be included in the TMA quarterly claims audit.

I. Standards

All TRICARE Program claims processing standards apply to TRICARE Prime Remote claims.

